



Performance Products LLC,

2-Year Limited Warranty Terms and Conditions

Novus products are warranted for two (2) years against defects in materials or workmanship when put to ordinary and normal consumer use; ninety (90) days for any other use.

For the purposes of all the above warranties, "ordinary and normal consumer use" refers to non-commercial residential use and does not include misuse, accidents or damage due to inadequate maintenance.

Novus Performance Products, LLC certifies that Novus Products are fit for ordinary purposes for which a product of this type is used. Novus Performance Products, LLC however, limits the implied warranties of merchantability and fitness in duration to a period of two (2) years in consumer use, ninety (90) days for any other use.

The 2-Year Limited Warranty on Novus Products starts on the purchase date. The 2-Year Limited Warranty is applicable only to the original owner.

The warranty holder is responsible for the performance of the required maintenance as defined by the manufacturer's owner's manuals. The warranty holder is responsible for replacement of normally wearing parts such as the Belt, Shear Pins, Spark Plug and Air Filter. Accessories to the machine are not covered by this warranty. During the warranty period, the warranty holder is responsible for the machine transportation charges, if required.

During the warranty period, warranty parts will be shipped by standard method at no charge to the warranty holder. Expedited shipping of warranty parts is the responsibility of the warranty holder. SOME STATES DO NOT ALLOW LIMITATIONS ON THE LENGTH OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Novus Performance Products LLC shall not be liable under any circumstances for any incidental or consequential damages or expenses of any kind, including, but not limited to, cost of equipment rentals, loss of profit, or cost of hiring services to perform tasks normally performed by Novus Products.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

Technical support: Call us toll free at 800-409-7802 or email support@novuspowerequipment.com

Rev 07/2024



Performance Products LLC,

SERVICE WARRANTY PROCEDURES

FOR ALL NOVUS REGISTERED SERVICING ACCOUNTS

Revised July 2024

The following warranty procedures apply to United States and Canadian Accounts only.

Warranty Claim Procedure

1. Once in receipt of a failed product, which has been verified to be within the timeline of the warranty coverage, a preliminary assessment of the repair required is conducted by the Authorized Servicing Dealer.
2. Upon the completion of the assessment, contact is made with Novus support either by phone 800-409-7802 or by email support@novuspowerequipment.com having the complete model & serial number, date of purchase and an assessment of the parts and labor required for the repair available at that time.
3. Warranty coverage, along with further actions required, will be determined at the time of contact with Novus Performance Products support. **Dealer must receive approval form Novus Support prior to conducting a warranty repair.**

Potential further actions

- **Warranty Approved – Repair with Service Parts.** When a warrantable repair is determined by Novus support, the part(s) and part(s) numbers required for the repair need to be presented to the Novus support representative. An order for the warranty repair parts will be shipped by standard method at no charge to the Authorized Servicing Dealer. Upon completion of the warranty service, the Authorized Servicing Dealer is to submit a warranty claim form for the reimbursement of the labor only, required to conduct the warranty repair.
- **Warranty Approved – Decision to Replace (Complete Unit).** A complete unit will be shipped to the Authorized Servicing Dealer location at no charge. The service dealer is to set-up the unit and submit a warranty claim for the labor time (Novus determined time allotment) of the assessment and set-up.
- **Warranty Approved – Decision to Refund (Complete Unit).** Under some circumstances a decision to reimburse the original owner may be determined. Servicing dealer submits a warranty claim for the labor time (Novus determined time allotment) of the assessment.
- **Warranty Rejection** – If a request for warranty is denied by Novus, the Novus representative is to offer a clear and understandable reason for the rejection, which can be relayed onto the customer. If the customer is unacceptable to the decision, the Authorized Servicing Dealer is to provide the customer with the contact information for Novus, the model & serial of the unit and the details of what was found during the assessment.



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Warranty Claim Submission

1. Upon the completion of the warranty service, log into the Service Center Portal under the Support Menu on www.novuspowerequipment.com to complete and submit the online form. Warranty claim forms may also be emailed to warranty@novuspowerequipment.com.
 - Warranty claims are to be completed and submitted to Novus Performance Products LLC, within 30 days of the repair.
 - Incomplete Claims will cause delay and/or possible return.
 - Unreasonable delay in filing a claim may cause rejection.

Warranty Payment

- Warranty claims which have been submitted, reviewed and approved are generally processed and paid within 30 days of receipt.
- Payments will be in the form of ACH direct deposit into the account on record with Novus Performance Products LLC,.

Segment	Warranty Reimbursement
Labor	Posted Shop Labor Rate
Parts	N/A – Sent at No Charge
Assessment / Claim Filing	\$35.00 Capped without approval number
If repair requires misc. items (Oil, Hardware)	List and detail under “Parts” section of warranty claim. Proof of cost must be available upon request